

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JESSE AND BARBARA ASHBAUGH	)	
	)	
COMPLAINANTS	)	
	)	
v.	)	CASE NO. 96-557
	)	
KENTUCKY TURNPIKE WATER DISTRICT	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

Kentucky Turnpike Water District ("Kentucky Turnpike") is hereby notified that it has been named as defendant in a formal complaint filed on November 15, 1996, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Kentucky Turnpike is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 25th day of November, 1996.

ATTEST:

Don Mills  
Executive Director

PUBLIC SERVICE COMMISSION

Linda K. Breckhoff  
Chairman

E. J. Hagan  
Vice Chairman

B. J. Helton  
Commissioner

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

Jesse and Barbara Ashbaugh  
(Your Full Name)

COMPLAINANT

VS.

Kentucky Turnpike Water District  
(Name of Utility)

DEFENDANT

RECEIVED

NOV 15 1996

PUBLIC SERVICE  
COMMISSION

Case No. 96-557

C O M P L A I N T

The complaint of Barbara Elaine Ashbaugh respectfully shows:  
(Your Full Name)

(a) Barbara Elaine Ashbaugh  
(Your Full Name)

242 3rd Av Shepherdsville Ky 40165  
(Your Address)

(b) Kentucky Turnpike Water District  
(Name of Utility)

3396 Burkland Blvd  
(Address of Utility)  
Shepherdsville Ky 40165

(c) That: I was charged \$20 on my bill  
(Describe here) attaching additional sheets if

for a disconnect fee. Even though my  
necessary, the specific act, fully and clearly, or facts  
water was not disconnected, how can you  
be charged for a reconnect fee if it  
that are the reason and basis for the complaint.)  
was not disconnected to begin with. I  
paid my late charge because my bill

Formal Complaint

Barbara E Ashbaugh vs Kentucky Turnpike Water District  
(Your Name) (Utility Name)

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was late I feel they should not be  
charging for something they have not  
done. It was told that if I did not  
pay the \$20 they would come & disconnect  
it then it would be 2-3 days before  
they could come back & reconnect my water  
and I would still have to pay \$20

Wherefore, complainant asks

I want my  
(Specifically state the

\$20 back  
(relief desired.)

since I was charged  
for a water disconnection  
and they did not disconnect  
I feel this is very wrong to  
charge for a service not done.

Dated at Shesherdsville, Kentucky, this 13<sup>th</sup> day  
(Your City)

of November, 1996  
(Month)

Barbara Ashbaugh  
(Your Signature)